

# **EXHIBIT K**

# [Update: Samsung responds] Galaxy S9/S9+ plagued with touch screen issues

[Aparajita\\_1989](#)

**Update (March 23):** Happy to see our coverage has created a positive impact. Samsung has [issued an official statement](#) on the matter, saying they are aware of these reports, and are investigating the matter.

*At Samsung, customer satisfaction is core to our business and we aim to deliver the best possible experience. We are looking into a limited number of reports of Galaxy S9/S9+ touchscreen responsiveness issues. We are working with affected customers and investigating.*

*We encourage any customer with questions to contact us directly at 1-800-SAMSUNG.*

Meanwhile, use the method described [here](#) to test whether or not your Galaxy S9 touchscreen is faulty.

**Update (March 22):** Reports continue to pour in – see [here](#), [here](#), and [here](#).

**Update (March 21):** Multiple Galaxy S9/S9+ users are also [reporting](#) they get the following [proximity sensor-related message](#) randomly while using their units in different scenarios:

*“Touch input blocked*

*To prevent this from happening again, check if the proximity sensor*

***is blocked.***

***Tap OK to continue using your phone"***

### **Original story follows:**

We've [highlighted](#) several Galaxy S9/S9+ related issues so far, including [Samsung Pay](#) throwing errors, [Super Slow mo output not up to the mark](#), [black areas in videos not showing properly](#), and [HDR not working](#). Sadly, the [list](#) seems to be expanding further, as users have been reporting another major problem with their newly-bought flagship smartphones.

We've come across several reports ([1](#),[2](#),[3](#),[4](#),[5](#)) where Galaxy S9/S9+ users are complaining about touch screen issues on their devices. While some say the screen fails to register touches correctly, others have observed a far more serious problem of dead spots on their device's display.

Following are some complaints of dead spots:

***So pissed. My S9+ top part of the screen just died. I cant pull notification down... 3 day old phone***

***My S9+ stop registering touches on the top and a few other spots... Sucks man!***

***Does anyone else have issues with the Galaxy S9 touch screen? I've got a few dead spots on the bottom half of my screen. Getting a replacement phone shipped but do wonder if it is bad luck or a more common issue with the phone***

***My S9 has dead spots as well, right out of the box. Actually a dead strip that runs horizontal next to the bottom volume button.***

***Yes! I got the phone directly through Samsung and called them for a replacement. They recommended I order a new phone (now on backorder) and send them back the defective device. They emailed the return shipping label to me.***

And here are some touch registration-related reports:

***Picked up a snapdragon s9+ on T-Mobile and having weird issues with the screen registering touches. I seem to get a fair amount of phantom ones and swiping on the keyboard is a mess. I was using a film screen protector but took it off thinking that might be causing issues. Increased the touch sensitivity but that hasn't helped either.***

***I'm having this problem as well, my words get broken up and if I try to type 'come' it'll come out as 'C os me' and it's driving me insane. Takes me forever because I have to constantly go back and retype everything.***

Here's a gif shared by one of the complainants showcasing the problem:

## s9-touch-issues



***Have noticed the same thing when swiping on things. Seems to drop the touch momentarily. S9+ with no screen protector.***

***I went back to Costco and got it exchanged***

The reports aren't widespread at the moment. It could be due to only a small number of units being defected, but what seems more likely is the fact that shipments are still in the process. So it'll be interesting to see the scenario after a couple of weeks or so.

Needless to say, we're monitoring the situation, and will update as and when anything news-worthy happens. Until then, stay tuned.

Stay connected with us on Twitter ([@PiunikaWeb](#)) to hear about all related developments as and when they occur

**Want to work for PiunikaWeb? You'll be glad to know we're hiring. Head [here](#) to know more.**